

Volunteer Newsletter

Southern Arizona VA Health Care System • Tucson, AZ •

3rd Quarter 2010 • April-June 2010

Director's Comments

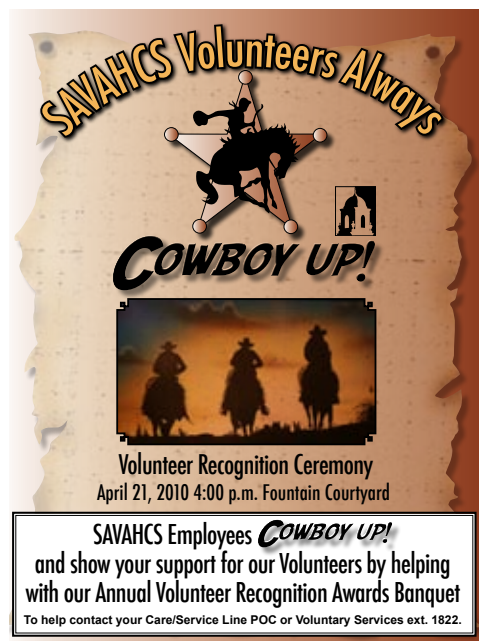
As April marks National Volunteer Recognition Month, it gives me great personal pleasure to reflect on the many contributions which you have not only given the Southern Arizona VA Health Care System (SAVAHCS), but to the thousands of Veterans who have enjoyed, and benefited from, your continued support during this past year. We are acutely aware of the fact that volunteers play a critical role in fulfilling SAVAHCS' mission to serve our Veterans. Each and every one of you is a valued member of our team, and an important ingredient in the successful accomplishment of our mission.



Your contribution of 149,600 volunteer hours in Fiscal Year 2009


was an exceptional act of service. The time, effort, and donations have not gone unnoticed, and are deeply and gratefully appreciated.

I hope that you circle the date of April 21, 2010, on your calendars from 4:00 p.m. to 6:30 p.m. Join us at the Patio Courtyard for our Volunteer Recognition Ceremony and Banquet. We look forward to honoring our volunteers with the theme "SAVAHCS Volunteers Always Cowboy Up", and presenting a variety of well-deserved volunteer awards. A traditional western dinner will be served by



SAVAHCS Employees *COWBOY UP!*
and show your support for our Volunteers by helping
with our Annual Volunteer Recognition Awards Banquet
To help contact your Care/Service Line POC or Voluntary Services ext. 1822.

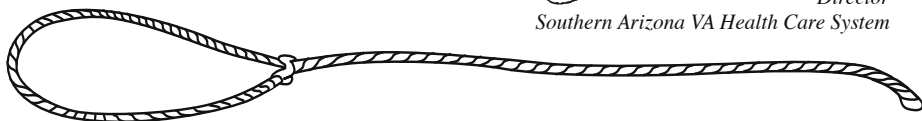
SAVAHCS employees. Please join us for an ol' western evening of fun and entertainment on your recognition day.


Jonathan H. Gardner, MPA, FACHE
Director
Southern Arizona VA Health Care System

CALENDAR OF EVENTS

- Apr. 14** (10:00a.m.-11:30a.m.) Volunteer Orientation, Auditorium *
- Apr. 21** (4:00p.m.-7:00p.m.) Volunteer Recognition Banquet, Fountain Courtyard *
- Apr. 27** (1:00p.m.-3:00p.m.) VAVS Committee Meeting, Auditorium
- Apr. 28** (9:30a.m.-2:30p.m.) Red Cross Blood Drive, Auditorium *
- May 12** (1:00a.m.-11:30a.m.) Volunteer Orientation, Auditorium *
- May 26** (5:00p.m.-6:30p.m.) Evening Volunteer Orientation, Auditorium *
- May 30** (1:00p.m.) Memorial Day Program, Auditorium
- June 6** (7:30a.m.) Veterans Patient Programs Golf Tournament, Del Lago Golf Club *
- June 11** (9:00a.m.-12:00noon) Youth Volunteer Orientation, Auditorium
- June 22** (10:00a.m.-11:30a.m.) Volunteer Orientation, Auditorium *
- July 7** (1:00p.m.-2:00p.m.) VAVS Executive Board Meeting, Building 1A
- July 13** (1:00p.m.-2:30p.m.) Volunteer Orientation, Auditorium *
- July 14** (11:30a.m.-1:00p.m.) Youth Volunteer Recognition Party, Auditorium *
- July 21** (5:00pm-7:30pm) VAVS Committee Meeting/Dinner Buffet, Auditorium, *
- Aug. 4** (10:00a.m.-11:30a.m.) Volunteer Orientation, Auditorium *
- Aug. 24** (1:00p.m.-2:30p.m.) Volunteer Orientation, Auditorium *
- Sept. 8** (5:00p.m.-6:30p.m.) Evening Volunteer Orientation, Auditorium *
- Sept. 17** (10:00a.m.-11:30a.m.) POW/MIA Recognition Ceremony, Auditorium
- Sept. 28** (10:00a.m.-11:30a.m.) Volunteer Orientation, Auditorium *
- *Reservation or registration required.
Please contact Voluntary Service Office, 629-1822.

"Volunteers don't get paid, not because they're worthless, but because they're priceless." – Sherry Anderson





Escort Building 80 Volunteers pause from their busy day to pose for a photo with Gayle Donkin, Voluntary Service Specialist.



Volunteers Al Schetterer, Bob Morrison, Bob Jones, Filiberto Baca enjoy helping Veterans and visitors in Building 80.

Surveys & Inspections

It's that time of year when SAVAHCs will go through inspections from several survey groups, including the Office of the Inspector General (OIG) from June 7-11, 2010, and the Joint Commission survey (surprise visit). These groups will review our programs to ensure we meet patient safety standards, infection control, computer security and patient privacy. We ask that all volunteers comply with VA regulations, review their annual volunteer training manuals, and do the following: 1) Always wear your I.D. badge above the waist; 2) Log-off or lock your computers if leaving your work-station; 3) Do not discuss private patient information with volunteers and staff; and 4) Sanitize your hands with Isagel or warm water and soap before and after contact with any patient, before and after entering/exiting patient rooms, and after taking off gloves. If you are approached by a potential surveyor, always ask to see their identification before answering any questions. Once ID is shown, please answer their inquiries to the best of your knowledge, and then report the site visit to your supervisor and/or Voluntary Service immediately. Please help SAVAHCs shine during these upcoming surveys with flying colors!



National Salute to Veterans volunteers from Davis-Monthan Air Force Base and VFW with tour guide Dale Wilson, Business Service Line visited SAVAHCs Veteran patients on February 10, 2010.

8th Annual Golf Tournament to Benefit Patient Programs at SAVAHCs

The Veteran Patient Programs Committee is hosting their annual golf tournament on Sunday, June 6, 2010. Participants will be playing at the Del Lago Golf Club starting at 7:30a.m. The cost is \$80 per player, which includes greens fees, cart, goodie bag, and lunch.

The golf tournament donations support Veteran Patient Programs at the Southern Arizona VA Health Care System. If you're interested in participating or becoming a hole sponsor, please contact Gene Baker (577-6658) or Nils Nilsen (750-0757) for more details. Flyers and registration forms are available in the VAVS office, Building 4, Room 107.



VFW Color Guard presenting the colors at SAVAHCs event.



VAVS Program Manager, Deborah Brookshire, accepts a donation from the Knights of Columbus.

Military Uniforms Wanted

SAVAHCS is currently looking for military uniforms to be displayed in the new "Reflection Hall" near the lobby of Building 2. The "Reflection Hall" will be used to honor all branches of the military and serve as a place of meditation and reflection. If you or someone you know would like to donate or loan a military uniform for the display case, or if you have any questions about the program, please contact the Voluntary Service Office at 629-1822.



Air Force "Tops in Blue" entertaining the Veteran patients in the Community Living Center on March 2, 2010.



Escort Building 57 Volunteer, Morris Hughes enjoys a yummy meal in the Nutrition and Food Dining Room.



SAVAHCS Volunteer David Doughty honored as the VFW 2009 Volunteer of the Year. L to R-Lonnie Siebrandt, Chief, Business Service Line, David Doughty, Awardee, Deborah Brookshire, Voluntary Service Program Manager.

Grant Awarded to Southern Arizona VA Health Care System Voluntary Service Program

Voluntary Service was recently awarded a grant from VA Central Office in Washington D.C. to implement a Veteran Concierge Program at SAVAHCs. In an effort to provide patient-centered care for Veteran patients and their families, SAVAHCs will develop a Veteran Patient Concierge Service with staff and volunteers dedicated to attending to the needs of Veterans' and their families at the point of care in outpatient clinics and the

inpatient's bedside. Patients and visitors will receive a warm reception and personal services to make their experience in our hospital comforting and memorable.

Voluntary Service will be recruiting volunteers who will be interviewed and trained based on the individual concierge assignment. There will be more information on the development of the Veteran Concierge Program in the months to come.

Patient Hand-Off Procedures

SAVAHCS has a policy on the safe transport and hand-off procedures for Veteran patients. All patients admitted to the hospital, outpatients, and patients in the Emergency Department require a "Hand-Off Round Trip Express Ticket" be delivered with the patient between clinical departments. This is in accordance with "SBAR" regulation, which stands for Situation, Background, Assessment, Recommendations. At the pick up point, the staff person turning the patient over to a volunteer for transportation will provide the "Express Ticket", which will contain pertinent patient information. Patients CANNOT be transported without the "Express Ticket." Prior to transport, the volunteer must ask the Veteran for a two-patient identifier (i.e., first and last name, date of birth, full social security number) to guarantee the correct patient is being transported. The volunteer will then initial the Express Ticket in the top right hand corner to verify that the two-patient identifier was initiated. The patient CANNOT be left at their destination point without putting the "Express Ticket" in the hands of the staff person taking responsibility. These guidelines are in place to ensure the safety of all patients. If you have questions regarding this policy, please contact Patrick Powers, Patient Safety Manager, at ext. 5904.



Associate Director Linda Reynolds and VAVS Program Manager Deborah Brookshire accept a tram donation from the Disabled American Veterans.



Voluntary Service (9-135)
Southern Arizona VA Health Care System
Tucson, Arizona 85723

Voluntary Service Newsletter **Editorial Board**

- **Linda Reynolds**, SAVAHCs Associate Director
- **Deborah Brookshire**, Voluntary Service Program Manager
- **Gayle Donkin**, Voluntary Service Specialist, Newsletter Coordinator
- **Mandy Martell**, Voluntary Service Respite Program Coordinator
- **Kelly Gomez**, Voluntary Service Assistant
- **Kimmy Kameron**, Voluntary Service Program Support Assistant
- **Mary Roose**, Voluntary Service Program Assistant
- **Cliff Baser**, Medical Media Visual Information Specialist

The VAVS newsletter has been created for all volunteers and potential volunteers of the Southern Arizona VA Health Care System. This publication is meant to showcase the wonderful work all of our volunteers contribute to the VA.

We Want to Hear from You!

If you have any comments, questions, story ideas, etc., please contact:

Southern Arizona

VA Health Care System

Attn: Voluntary Service (9-135)

3601 S. 6th Avenue, Tucson, AZ 85723

(520)629-1822

"Nobody can do everything, but everyone can do something."

- Author Unknown